RI Medicaid Healthcare Portal

Quick Reference Guide

Registration Issues

Issue	What to do
Received identification error when trying to register in Healthcare Portal	Contact customer services at 401-784-8100 to verify how information is listed in Medicaid database.
When attempting to log in to the Healthcare Portal, the system is asking challenge questions that were never selected	Be sure that you have completed the registration process. For full registration instructions, see the user guide.
When attempting to add delegate, system is asking for a PIN number.	The authorized user of the Trading Partner account selects a PIN when adding the delegate. This PIN along with a system generated code must be used by the delegate to register.
Need to give a delegate permission to verify eligibility, and option is not there	The Search Claims and Verify Eligibility role must be added to the Trading Partner account before it can be assigned to a specific delegate. See the user guide.
On the security page, the system won't accept the password you have selected.	Be sure the password is *exactly* 8 characters, including at least one upper case letter, one lower case letter, one number and no special characters. Ex. October1